

Program Management/OSS Requirements	RFP Reference	Proposal Reference	Compliance
Core Program-Wide Requirements	C.3.2		
Program Management and Reporting	C.3.2.2		
Deliverable: Program Management Plan	C.3.2.2		
Provide Specified Points of Contact	C.3.2.2.1		
Develop a Quality Control Plan	C.3.2.2.2		
Deliverable: Quality Control Plan	C.3.2.2.2		
Provide Web-Based Ordering System	C.3.2.3		
Provide Single Order Processing System for All TCE-Related Services	C.3.2.3.1		
Provide On-line Capability of Ordering, Tracking, and Reviewing All TCE Service Orders	C.3.2.3.2		
Provide Order Status System That Lists All Orders by Government POC	C.3.2.3.3		
Send Confirmations of New Orders to Government POC Via Method in POC's Profile	C.3.2.3.4		
Notify POC of Equipment Arrival One Business Day Before its Arrival	C.3.2.3.5		
Provide Confirmation of Service Disconnects Via Email to Government POC	C.3.2.3.6		
Send Service Installation Notifications to the Government POC for Each Site	C.3.2.3.7		
Provide Web-Based Order Completion Notification to the Government POC Within 24 Hours of Completion	C.3.2.3.8		
Provide Efficient Billing and Invoicing	C.3.2.4		
Provide Real-Time Access to Billing Information	C.3.2.4.1		
Issue Bills on a Monthly Calendar Cycle	C.3.2.4.2		
Delay Bill Issuance Until Government POCs Accept Service	C.3.2.4.3		
Provide Separate Bills to Each Bureau	C.3.2.4.4		
Provide Summary View of All Charges by Bureau	C.3.2.4.5		
Issue Bills Using Multiple Media Formats	C.3.2.4.6		
Discontinue Billing Immediately Following Disconnection of Service	C.3.2.4.7		
Allow Withholds for Disputed Amounts	C.3.2.4.8		
Provide Management Reporting	C.3.2.5		
Provide Detailed Network Management Reports	C.3.2.5.1		
Deliverable: Escalation Plan	C.3.2.5.1		
Ensure That Firewalls and IDS Provide Audit Log Tracking	C.3.2.5.2		
Send Alarm Notifications for Network Performance Degradation	C.3.2.5.3		
Provide Real-Time Views Into Configuration Settings for All Provider Equipment	C.3.2.5.4		
Store System Event Logs (1 Year On-line and 2 Additional Years Off-line) and Archive Firewall Audits (5 Years)	C.3.2.5.5		
Conduct Bi-Monthly Status Meetings	C.3.2.5.6		
Provide Help Desk Support	C.3.2.6		
Provide Centralized Telephone Number for Reporting Trouble Calls	C.3.2.6.1		
Notify Government POCs of Problems Occurring Within Network	C.3.2.6.2		
Respond to Written Inquiries Within 24 Hours	C.3.2.6.3		
Provide Maintenance for All TCE Equipment	C.3.2.6.4		
Host TCE Website	C.3.2.7		
Provide Enterprise-Wide Directory Services	C.3.2.8		
Maintain and Operate Treasury Directory System (TEDS)	C.3.2.8.1		
Provide Data Feed to Security Operations Center	C.3.2.9		